

**NOTICE OF MEETING**  
**LONG BEACH CIVIL SERVICE COMMISSION**

**THE REGULAR MEETING OF THE LONG BEACH CIVIL SERVICE COMMISSION WILL BE HELD ON WEDNESDAY, JANUARY 6, 2010, AT 8:00 A.M. IN THE CONFERENCE ROOM OF THE COMMISSION ON THE 7<sup>TH</sup> FLOOR OF CITY HALL, 333 WEST OCEAN BOULEVARD, LONG BEACH.**

**A G E N D A**

1. **MINUTES**
  - a. Regular Meeting of December 16, 2009
  - b. Dismissal Appeal 25-D-78 Amended Minutes of June 24, 2009
2. **REQUEST FOR PROVISIONAL APPOINTMENT – Dalton Witt, Community Information Specialist**
  - a. Communication from Curtis Tani, Director of Technology Services
  - b. Staff report prepared by Sal Ambriz, Personnel Analyst
3. **REQUEST TO CERTIFY NON-CAREER NAMES FROM ELIGIBLE LISTS – Parking Control Checker and Customer Service Representative**
  - a. Communication from Patrick West, City Manager
  - b. Staff report prepared by Mario R. Beas, Executive Director
4. **EXAMINATION RESULTS**

Assistant Administrative Analyst  
Special Services Officer
5. **EXTENSION OF EXPIRING ELIGIBLE LISTS (6 months)**

Administrative Analyst  
Animal Control Officer  
Civil Engineer (1/14/09, 7/15/09, 7/29/09)  
Civil Engineering Assistant (7/8/09, 7/22/09)  
Environmental Specialist Associate  
Microbiologist  
School Guard  
Senior Combination Building Inspector  
Senior Program Manager – Water (7/8/09, 7/15/09)  
Systems Support Specialist (1/7/09, 1/14/09)  
Water Treatment Operator (7/15/09, 7/22/09)  
Water Utility Mechanic (**3 months**)
6. **RETIREMENTS**

Carlos Rivers/Traffic Painter/Public Works (21 yrs., 4 mos.)  
Russell Chidley/Firefighter/Fire (27 yrs., 10 mos.)  
Gerald Jolly, Jr. /Business Systems Spec/Technology Services (8 yrs., 5 mos.)  
Brian Hauptmann/Police Officer/Police (29 yrs., 1 mo.)  
Kenneth Cobb/Firefighter/Fire (27 yrs., 10 mos.)  
Larry Oaks/Engineering Technician/Water (31 yrs.)  
Gary Christensen/Police Lieutenant/Police (27 yrs., 4 mos.)  
Michael Balleras/Firefighter/Fire (30 yrs., 1 mo.)

Casey Carrigan/Fire Captain/Fire (27 yrs., 10 mos.)  
Michael Horan/Fire Engineer/Fire (33 yrs., 3 mos.)  
Steve Zahner/Fire Captain/Fire (30 yrs., 1 mo.)  
George Knaub/Fire Boat Operator/Fire (33 yrs., 3 mos.)  
Jeffrey Arndt/Police Sergeant/Police (30 yrs., 1 mo.)  
Douglas Johnson/Police Officer/Police (32 yrs., 7 mos.)  
Robert Mendoza/Police Officer/Police (30 yrs., 1 mo.)  
Kris Nelson/Police Officer/Police (25 yrs., 2 mos.)  
Michael Welch/Administrative Analyst/Community Development (19 yrs., 6 mos.)

7. **DISABILITY RETIREMENTS**

Lisa Redkey/Parking Control Checker/Public Works (20 yrs., 11 mos.)  
Wendy Stout/Police Officer/Police (6 yrs., 8 mos.)

8. **RESIGNATION** – Otis Taylor/Refuse Operator/Public Works (7 yrs., 4 mos.)

9. **TRANSFER** – Joanne Medina/Clerk Typist I/Harbor to Clerk Typist III/Police  
Staff report prepared by Diane Dzodin, Administrative Officer

10. **RESCHEDULE FOR HEARINGS**

Dismissal Hearing 05-D-89 – Suggested Date 1/20/10  
Dismissal Hearing 06-D-89 – Suggested Date 1/27/10

11. **ELECTION OF COMMISSION OFFICER – Vice President**

12. **MANAGERS' REPORT**

13. **NEW BUSINESS**

14. **COMMENTS FROM PUBLIC** – The Civil Service Commission will hear from members of the public on matters within the Commission's jurisdiction.

**9:00 A.M. – DISMISSAL APPEAL 19-D-78**

**THIS INFORMATION IS AVAILABLE IN AN ALTERNATIVE FORMAT BY REQUEST TO CIVIL SERVICE AT (562) 570-6059.**

**"THE CITY OF LONG BEACH INTENDS TO PROVIDE REASONABLE ACCOMMODATIONS IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT OF 1990. IF A SPECIAL ACCOMMODATION IS DESIRED, PLEASE CALL CIVIL SERVICE 48 HOURS PRIOR TO THE EVENT/PROGRAM/SERVICE AT (562) 570-6059".**

**LONG BEACH CIVIL SERVICE COMMISSION  
F. PHIL INFELISE, VICE PRESIDENT  
DECEMBER 16, 2009**

The regular meeting of the Civil Service Commission was held at 8:00 a.m., Wednesday, December 16, 2009, in the Board Room of the Commission, 333 West Ocean Boulevard, Seventh Floor, Long Beach, California.

**MEMBERS PRESENT:** F. Phil Infelise, Ahmed Saafir, Jeanne Karatsu, Douglas Haubert

**MEMBER EXCUSED:**

**OTHERS PRESENT:** Mario R. Beas, Executive Director & Secretary  
Melinda George, Deputy Director  
Diane Dzodin, Administrative Officer  
Marilyn Hall, Executive Assistant  
Donna de Araujo, Assistant Administrative Analyst  
Debbie Mills, Acting Director, Human Resources

**Vice President F. Phil Infelise presided.**

**MINUTES:** It was moved by Commissioner Saafir, seconded by Commissioner Haubert and carried that the minutes of the regular meeting of December 9, 2009, be approved as prepared. The motion carried by a unanimous roll call vote.

It was moved by Commissioner Karatsu, seconded by Commissioner Saafir and carried that reduction/suspension hearing 03-R/S-89 minutes of November 11 & 28, 2009 & December 2, 2009 be approved as prepared. The motion carried by a unanimous roll call vote. Commissioner Douglas Haubert abstained, as he was not present.

**REQUEST FOR SELECTIVE CERTIFICATION:** The Secretary presented a communication from Lori Ann Farrell, Director of Financial Management, requesting Commission authorization for the selective certification for individuals with medical billing experience from the Customer Service Representative eligible list. In addition, the Secretary presented a staff report prepared by Caprice McDonald, Personnel Analyst. After discussion, it was moved by Commissioner Haubert, seconded by Commissioner Saafir and carried that the request be approved, pursuant to Section 28 of the Civil Service Rules and Regulations. The motion carried by a unanimous roll call vote.

**REQUEST TO REAPPOINT  
RESIGNED EMPLOYEE:**

**CARLOS ORELLANA/GAS CONSTRUCTION WORKER  
GAS AND OIL DEPARTMENT**

The Secretary presented a communication from Christopher J. Garner, Director, Long Beach Gas and Oil, requesting Commission authorization to reappoint Carlos Orellana to his former classification of Gas Construction Worker. In addition, the Secretary presented a staff report prepared by Rob Pfingsthorn, Personnel Analyst. After discussion, it was moved by Commissioner Saafir, seconded by Commissioner Karatsu and carried that the request be approved, pursuant to Section 45 of the Civil Service Rules and Regulations. The motion carried by a unanimous roll call vote.

**REQUEST TO EXTEND  
PROVISIONAL APPOINTMENT:**

**FONDA JONES/GAS FIELD SERVICE  
REPRESENTATIVE/GAS AND OIL DEPARTMENT**

The Secretary presented a staff report prepared by Lourdes Ferrer, Personnel Analyst, requesting Commission approval to extend the provisional appointment for Fonda Jones, Gas Field Service Representative, 75 days, or until an eligible list is established. Commissioner Saafir questioned the need for the extension. The Secretary stated that it was due to current staffing level. After discussion, it was moved by Commissioner Karatsu, seconded by Commissioner Saafir and carried that the request to extend the provisional appointment for Fonda Jones be approved in accordance with Section 49 of the Civil Service Rules and Regulations. The motion carried unanimously.

**REQUEST TO EXTEND  
PROVISIONAL APPOINTMENT:**

**JUSTIN LUEDY/ENVIRONMENTAL SPECIALIST  
ASSISTANT/HARBOR DEPARTMENT**

The Secretary presented a staff report prepared by Sal Ambriz, Personnel Analyst, requesting Commission approval to extend the provisional appointment for Justin Luedy, Environmental Specialist Assistant, 75 days, or until an eligible list is established. Commissioner Saafir questioned the need for the extension. The Secretary stated that it was due to current staffing level. After discussion, it was moved by Commissioner Saafir, seconded by Commissioner Karatsu and carried that the request to extend the provisional appointment for Justin Luedy be approved in accordance with Section 49 of the Civil Service Rules and Regulations. The motion carried unanimously.

**BULLETIN:**

**TRANSPORTATION PLANNER**

It was moved by Commissioner Haubert, seconded by Commissioner Saafir and carried that the subject Job Opportunity Bulletin be approved. The motion carried by a unanimous roll call vote.

**EXAMINATION RESULTS:**

It was moved by Commissioner Haubert, seconded by Commissioner Karatsu and carried that the following examination results be approved. The motion carried by a unanimous roll call vote.

~~Assistant Administrative Analyst~~

Gas Construction Worker - 37 Applied, 3 Qualified

Principal Construction Inspector - 13 Applied, 13 Qualified

**EXTENSION OF EXPIRING  
ELIGIBLE LISTS:**

It was moved by Commissioner Karatsu, seconded by Commissioner Haubert and carried that the following eligible lists be extended for an additional six months. The motion carried by a unanimous roll call vote.

Building Maintenance Engineer

Electrician

Mechanical Equipment Stock Clerk

Office Services Assistant

Payroll/Personnel Assistant

Terminal Services Representative

**RETIREMENT:**

**STANLEY RIPLEY/SYSTEMS SUPPORT SPECIALIST/  
TECHNOLOGY SERVICES**

The Secretary presented a Certificate of Appreciation to Leesa Mahaffey, Police Officer, Police Department, in recognition of twenty-six years of dedicated service, to the City and citizens of Long Beach. Lt. Joe Stilinovich, was present and spoke on her behalf.

It was moved by Commissioner Haubert, seconded by Commissioner Karatsu and carried that the subject retirement be received and filed. The motion carried by a unanimous roll call vote.

**RESIGNATIONS:**

It was moved by Commissioner Saafir, seconded by Commissioner Karatsu and carried that the following resignations be received and filed. The motion carried by a unanimous roll call vote.

Heather Daugherty/General Librarian/Library Services  
Jordan Biby/Special Services Officer III/Harbor

**TRANSFER:**

**ERIK DECK/COMMUNITY INFORMATION SPECIALIST**  
**II/POLICE TO COMMUNITY INFORMATION SPECIALIST**  
**II/TECHNOLOGY SERVICES**

The Secretary presented a staff report prepared by Diane Dzodin, Administrative Officer. It was moved by Commissioner Karatsu, seconded by Commissioner Saafir and carried that the subject transfer between departments be approved. The motion carried by a unanimous roll call vote.

**MANAGERS' REPORT:**

Melinda George, Deputy Director, informed the Commission that the department analysts were away from the office today either conducting the Control Center Operator examination at Long Beach Gas and Oil or attending the Supervisory Leadership Academy.

The Secretary informed the Commission that the managers would be meeting with the Harbor and Police departments tomorrow. The Secretary stated that the department managers had a forecasting meeting with the Fire Department, and learned that they are requesting Civil Service Department conduct a Fire Recruit examination and other promotional examinations this fiscal year. He also stated that they have forecasting meetings scheduled with the Police and Harbor departments on Thursday.

**NEW BUSINESS:**

The Secretary suggested that a special election of Civil Service Commission Officers be placed on the January 6, 2010, Civil Service Commission agenda. The Commission concurred with this request.

**ADJOURNMENT:**

There being no further business before the Commission, Vice President F. Phil Infelise adjourned the meeting.



MARIO R. BEAS  
Secretary

MRB:meh



RECEIVED  
2009 DEC 28 PM 4:57  
CIVIL SERVICE DEPT.

**Date:** December 28, 2009  
**To:** Honorable Civil Service Commission  
**From:** Curtis Tani, Director of Technology Services  
**Subject:** Request for Provisional Appointment – Community Information Specialist

In accordance with Section 43 of the Civil Service Rules and Regulations, the Technology Services Department (TSD) respectfully requests the Commission's approval to provisionally appoint Dalton Witt, Administrative Intern, to the classification of Community Information Specialist in the Business Information Services Bureau. Mr. Witt meets the minimum qualifications of this classification.

TSD provides intranet and internet support services (web support) to City departments. At its September 2, 2009 meeting, the Commission approved a request from the Parks, Recreation and Marine Department (PRM) to provisionally appoint Mr. Witt to the position of Community Information Specialist.

However, the City Manager requested TSD to develop a plan to consolidate and enhance web support functions within Technology Services in order to maximize the utilization of these positions. The need for Mr. Witt's services has now transferred from PRM to TSD.

Requisition #TS10-05, currently pending approval, will provisionally appoint Mr. Witt to the position of Community Information Specialist, this time in the Department of Technology Services. Because of the foregoing, and because Mr. Witt has been successfully performing this function for PRM, further recruitment efforts have not occurred.

Please contact Amy Manning, Administrative Officer, at 570-6976 if you have any questions regarding this request.

CT:agm

cc: Jack Ciulla, Manager, Business Information Services

1 **DATE:** January 6, 2010  
2 **TO:** Civil Service Commission  
3 **FROM:** Sal Ambriz, Personnel Analyst *SA*  
4 **SUBJECT: REQUEST FOR PROVISIONAL APPOINTMENT – DALTON WITT,**  
5 **COMMUNITY INFORMATION SPECIALIST**

6 Correspondence has been received from Curtis Tani, Director of Technology Services,  
7 requesting Commission authorization to provisionally appoint Dalton Witt to the  
8 classification of Community Information Specialist in the Technology Services  
9 Department. Staff has reviewed the request and recommends that the Commission  
10 authorize the provisional appointment in accordance with Article V, Section 43 of the  
11 Civil Service Rules and Regulations, and Section 1.02 of the Civil Service Commission  
12 Policies.

13 **Facts for Consideration:**

- 14 • The most recent eligible list for Community Information Specialist expired on June  
15 26, 2008. There is no priority list for this classification.
- 16 • Personnel Requisition TS10-05 requesting a provisional Community Information  
17 Specialist in the Business Information Services Bureau, Technology Services  
18 Department, has been received and is on file in the Civil Service Department.
- 19 • As indicated in Mr. Tani's memorandum, a Community Information Specialist is  
20 critical to the Technology Services Department's operation, as requested by the  
21 City Manager to consolidate and enhance web support functions for the City.
- 22 • On September 9, 2009, the Commission approved the provisional appointment of  
23 Mr. Witt as a Community Information Specialist in the Department of Parks,  
24 Recreation and Marine (PRM); however, the appointment was not finalized due to  
25 the pending consolidation efforts.



- As indicated in the memorandum, outreach efforts for the provisional assignment were not conducted as Mr. Witt has been performing similar duties as an Administrative Intern in PRM and had already received Commission approval for the provisional appointment in PRM.
- Mr. Witt meets the minimum requirements to file for Community Information Specialist and by his signature, agrees to the terms and conditions of the provisional appointment. If the Commission approves this request, Mr. Witt will be required to successfully complete the examination process and be reachable on the eligible list before he is considered for a permanent appointment.

The Technology Services Department and Mr. Witt have been informed that this item is on today's agenda.

SA  
SR 01.06.10



# City of Long Beach Employment Opportunity



## **COMMUNITY INFORMATION SPECIALIST**

Job Number: **103**

Salary Range: Grades I - II: \$949.44 to \$1,429.92 Biweekly; \$2,064.00 to \$3,109.00 Monthly  
Vacancies are in Community Development (Grade I) and Parks, Recreation & Marine (Grade II).

**APPLICATIONS AVAILABLE: 7:30 A.M. TO 4:30 P.M., APRIL 27, 2007 THROUGH MAY 11, 2007.  
FILING DEADLINE: 4:30 P.M., MAY 11, 2007. COMPLETED APPLICATIONS AND SUPPLEMENTAL  
APPLICATIONS MUST BE RECEIVED IN THE CIVIL SERVICE DEPARTMENT ON OR BEFORE THE FILING  
DEADLINE. APPLICATIONS WILL NOT BE ACCEPTED AFTER THAT DATE AND TIME. POSTMARKS WILL  
NOT BE ACCEPTED.**

**EXAMPLES OF DUTIES:** Under supervision, assists, coordinates or implements public information, marketing and publicity activities/materials for community programs and services; provides creative approaches to design, marketing programs and services; writes and distributes press releases to publicize programs and services; responds to media inquiries; produces coordinated graphic designs for events and programs including flyers, posters, signs, T-shirt designs, print advertising, banners and billboards; creates graphics or hand illustrations for special projects, maps, displays, certificates, signs, flyers and brochures; creates design and layout of various publications; maintains website; may write and edit employee and community newsletters; meets deadlines; writes and edits copy for quarterly class schedule and other publications; may write scripts and deliver speeches and respond to media inquiries; may staff public information booths and make presentations to community groups; may attend professional marketing meetings to promote programs and venues; may supervise, train and instruct subordinate staff or interns; may assist with the creation of written marketing plans and other publicity strategies; performs other related duties as required.

### **REQUIREMENTS TO FILE:**

Education equivalent to graduation from high school (proof required)\* and one year of experience in marketing community oriented programs and services that requires proficiency with graphic design software, such as QuarkExpress, Adobe Illustrator, Adobe Photo Shop, Pagemaker and Corel Draw.

Ability to effectively communicate orally and in writing and to write and edit copy for publications and promotional materials; Willingness to work nights and weekends.

Proof of a valid motor vehicle operator's license at time of employment. A current DMV driving record must be submitted to the hiring department at time of selection interview.

\* Applications will not be processed until all required proofs are received. Any required proofs, such as certificates, diplomas, licenses, or transcripts, must be received in the Civil Service Dept. by May 16, 2007.

### **DESIRABLE QUALIFICATIONS:**

Coursework in Public Relations, Journalism, Graphic Design, Communications or a related field. Grade II positions require two years of coursework from an accredited college or university (proof required)\* in the area of Public Relations, Journalism, Graphic Design or a related field. Experience may be substituted for education on a year-for-year basis.

**SELECTION PROCEDURE:** Screening of applicants will be conducted on the basis of applications and required supplemental applications submitted. Résumés will be accepted, but may not be substituted in lieu of the required application and supplemental application forms. Only those candidates showing the strongest backgrounds on the basis of a comparative analysis will be invited to the oral examination.

### **EXAMINATION WEIGHTS:**

Evaluation of Job-Related Qualifications by Structured Oral Interview.....100%  
(A writing skills exercise and an oral presentation will both be components of the Interview.)

A minimum rating of 70 must be attained to pass the examination. Certification by score bands will be considered based on an analysis of test results.

**THE ORAL INTERVIEW IS TENTATIVELY SCHEDULED FOR JUNE 11 – 12, 2007. IF YOU HAVE NOT RECEIVED NOTIFICATION BY JUNE 7, 2007, CONTACT THE CIVIL SERVICE DEPARTMENT AT (562) 570-6202.** This information is available in an alternative format by request to (562) 570-6202.

J.O.B. 103-07 H55NN-07

LS (COMMUNITY INFO SPECIALIST)

4/25/07



RECEIVED

2009 DEC -9 PM 1:49

CIVIL SERVICE DEPT.

**Date:** December 9, 2009  
**To:** Civil Service Commission  
**From:** Patrick H. West, City Manager *P. West*  
**Subject:** **REQUEST FOR NON-CAREER NAMES**

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The Civil Service Commission, recognizing the City's current economic situation and considering the best interests of the City, approved a change to the Civil Service Rules and Regulations that allows for the internal movement of City employees to mitigate the impact of possible layoffs. The rule change allows for the testing and certification of only City employees, including both permanent and non-career, to eligible lists and allows departments to comply with my directive of hiring only current City employees.

The Commission approved the certification of eligible City employees names for the personnel requisitions for the Parking Control Checker in the Department of Public Works and the Customer Service Representative in the Department of Financial Management, however, these eligible lists do not include non-career employees.

In light of the current practice of certifying all City employees, including non-careers to eligible lists and in the interest of providing the largest most diverse candidate pool from which to hire from within the City, I am respectfully requesting that the Civil Service Commission reconsider the approval of the certification of City employees to these eligible lists and include non-careers. These non-career employees have successfully passed the examination process and are currently on the eligible lists.

The Department of Public Works currently has seven Parking Control Checker vacancies. The Department of Financial Management currently has nine Customer Service Representatives vacancies with at least four more vacancies anticipated by the end of the year due to retirements.

If you have any additional questions, please do not hesitate to contact Debbie Mills, Acting Director of Human Resources, at 570-6140 or Ken Walker, Manager of Personnel Operations, at 570-6243.

DRM:BGN:bgn

1 **DATE:** January 6, 2010  
2 **TO:** Civil Service Commission  
3 **FROM:** Mario R. Beas, Executive Director  
4 **SUBJECT:** EXCEPTIONS TO THE RULES MAY BE AUTHORIZED – ARTICLE VIII,  
5 SECTION 115(3) – CIVIL SERVICE RULES AND REGULATIONS,  
6 ARTICLE IV, SECTION 27 – CUSTOMER SERVICE  
7 REPRESENTATIVE & PARKING CONTROL CHECKER ELIGIBLE  
8 LISTS

9 On December 9, 2009, correspondence was received from Patrick H. West, City  
10 Manager, requesting that names of non-career employees from the Customer Service  
11 Representative and Parking Control Checker eligible lists be made available to user  
12 departments. The City Manager cites the interest of providing the largest, most diverse  
13 candidate pool from which to hire from within the City as reason for the Commission to  
14 approve the request. Staff has reviewed the request and presents the following  
15 information for consideration.

16 **Background:**

- 17 • On March 4, 2009, communication was received from the City Manager's Office  
18 informing the Commission that a hiring freeze had been implemented to maintain  
19 vacancies throughout the organization with the goal of achieving targeted savings.  
20 In addition, the correspondence informed the Commission of a directive from the  
21 City Manager's office that limited departments to filling critical positions with current  
22 City employees. The City Manager also requested: (1) the certification of all  
23 names on eligible lists to assist departments with filling critical vacancies with City  
24 employees and, (2) requested the suspension of Civil Service Rules and  
25 Regulations, Section 27 that requires departments to interview all candidates in  
score band order.
- On March 11, 2009, the Commission was presented with the City Manager's  
request. At that time, Deputy City Attorney Christina Checél informed the

1 Commission that the City Attorney's Office would review the City Manager's  
2 request and render an opinion on the legality of suspending Section 27 of the Civil  
3 Service Rules and Regulations. The Commission unanimously voted to direct Civil  
4 Service staff to conduct research on the matter and to obtain an opinion from the  
5 City Attorney's office. The matter was placed on the following week's agenda.

- 6 • On March 12, 2009, correspondence was received from the City Attorney's Office  
7 indicating that the City Manager's request to suspend Rule 27 was not an action  
8 the Civil Service Commission could legally take. Instead, the City Attorney's Office  
9 outlined the possibility of using Section 115 of the Civil Service Rules and  
10 Regulations, which allows the Commission to make exceptions to its own rules and  
11 which could then allow the Commission to consider the City Manager's request.
- 12 • On April 8, 2009, the Civil Service Commission approved an amendment to Civil  
13 Service Rules and Regulations, Article VIII, Section 115 – Exceptions to Rules May  
14 Be Authorized. The rule was amended to include Subsection 3, which broadens  
15 the Civil Service Commission's authority to make exceptions to the Civil Service  
16 Rules and Regulations. The subsection reads as follows: "the Commission may  
17 authorize an exception to its rule, if such exception is consistent with the mandate  
18 of Article XI of the City Charter and if, in the opinion of the Commission the best  
19 interest of the City would be served."
- 20 • On April 21, 2009, City Council approved the amendment to Civil Service Rules  
21 and Regulations, Article VIII, Section 115(3).
- 22 • On April 29, 2009, the Civil Service Commission approved Civil Service  
23 Commission Policy 1.80 – Exception to the Rule May Be Authorized. The policy is  
24 in accordance with Civil Service Rules and Regulations, Article VIII, Section 115(3).
- 25 • On May 7, 2009, correspondence was received from the City Manager's Office  
requesting an exception to Section 27 of the Civil Service Rules and Regulations to

1 grant the certification of all City employees on all bands of the Customer Service  
2 Representative (CSR) and Parking Control Checker (PCC) eligible lists.

- 3 • On May 27, 2009, in accordance with Article VIII, Section 115(3) of the Civil  
4 Service Rules and Regulations, in response to the City Manager's request, the Civil  
5 Service Commission approved two exceptions to Article IV, Section 27 of the Civil  
6 Service Rules and Regulations – Certification of Eligible Lists.
- 7 • The first exception allowed the certification of the names of all permanent City  
8 employees on the Customer Service Representative eligible list from all score  
9 bands to the Financial Management Department. The second exception allowed  
10 the names of current classified City employees from the Parking Control Checker  
11 eligible lists from all score bands to be certified to the Public Works Department.  
12 Despite the City Manager's desire to consider non-careers, in both cases, the  
13 Commission's final decisions specifically excluded non-careers from the  
14 exceptions.
- 15 • The aforementioned requests to the Commission came following the City Manager  
16 implemented hiring freeze measure to maintain vacancies throughout the  
17 organization and his stated efforts to achieve targeted savings. This was part of a  
18 series of December 2008, City implemented budget measures aimed at  
19 maintaining a balanced fiscal condition in the General Fund and other challenged  
20 funds. The City Manager's statement indicated that in the recognition that certain  
21 critical positions needed to be filled, departments would be limited to filling such  
22 critical positions with City employees in an effort to reduce future layoffs.
- 23 • Information on the two specified classifications is provided.

24 **Customer Service Representative**

25 The Customer Service Representative eligible list was established on January  
14, 2009. Of the 885 applicants, 368 qualified and were placed into three broad

1 score bands. At the present time, there are personnel requisitions on file in the  
2 Civil Service Department for 12 vacancies. The Financial Management  
3 Department has been certified all 68 candidates in Band A, as well as all four  
4 permanent City employees in Bands A, B and C. To date, no permanent  
5 appointments have been made. The current eligible list contains four names of  
6 current, classified City employees, three in Band B and one in Band C. In  
7 addition, there are three non-career employees remaining on the eligible list, one  
8 in Band B and two in Band C, who are all currently non-career Customer Service  
9 Representatives in Financial Management.

#### 10 **Parking Control Checker**

11 The Parking Control Checker eligible list was established on March 18, 2009. Of  
12 the 686 applicants, 301 qualified and were placed in two broad score bands.  
13 The department has received Band A of the Parking Control Checker eligible list  
14 as well as all four current classified employees in Bands A and B. Two  
15 selections have been made; one non-career in Band A and one classified City  
16 employee in Band B. The current eligible list contains three classified City  
17 employees, two in Band A and one in Band B. The eligible list contained 10 non-  
18 careers of which five indicated they were non-career Parking Control Checkers  
19 in the Public Works Department.

- 20 • Staff has prepared the attached timeline to describe the requests and actions for  
21 both the Customer Service Representative and Parking Control Checker eligible  
22 lists.

#### 23 **Facts for Consideration:**

- 24 • The City Manager's current request implies that there was a Civil Service rule  
25 change that allows for the internal movement of City employees to mitigate the  
impact of possible employee layoffs. His request further indicates that said rule

1 allows for the testing and certification of only City employees (including both  
2 permanent and non-career) to eligible lists allowing departments to comply with the  
3 City Manager's directive to only hire current City employees. However, it is  
4 important to clarify that there has been no Civil Service rule change that would  
5 allow for the actions outlined in the City Manager's request.

- 6 • Instead, in recent cases, Civil Service staff has, in accordance with Civil Service  
7 Rules and Regulations, Article VIII, Section 115 (3) – Exception to Rules May Be  
8 Authorized, requested Civil Service Commission approval for an exception to  
9 Article II, Section 7 of the Civil Service Rules and Regulations – Qualifications and  
10 Requirements. This exception, when approved by the Commission on a case-by-  
11 case basis, has allowed staff to administer examinations as an open-competitive  
12 process while limiting the candidate pool to current City employees, including non-  
13 career employees. Thereby, the merit principle of competition is retained and the  
14 need for user departments to submit requests for an exception to the rules for  
15 certification of candidates from lower score bands solely to reach City employees is  
16 eliminated.

- 17 • Recent requests from the City Manager's Office show a shift in priorities, as  
18 follows:

19 A) The initial City Manager's request of March 4, 2009, to certify eligible lists, cited  
20 the need to reduce the City's workforce and limit future layoffs by filling only  
21 critical positions with current City employees.

22 B) The most recent City Manager's request of December 9, 2009, cites the  
23 "interest of providing the largest most diverse candidate pool".

24 C) In communication with Debbie Mills, Acting Director of Human Resources, she  
25 indicated that the classifications of Customer Service Representative and



1           Parking Control Checker are both revenue-generating positions and, as such, it  
2           is critical that vacancies in these classifications be filled as soon as possible.

- 3     • As indicated in the attached timeline, despite the stated urgency to fill these  
4       revenue-generating positions, user departments have not filled any Customer  
5       Service Representative vacancies and only two of the Parking Control Checker  
6       vacancies have been filled. Currently, there are 18 vacant positions between both  
7       classifications.
- 8     • Although both classifications are considered entry level, it is staff's understanding  
9       that one of the reasons the user departments want to hire their current non-careers  
10      is because of their demonstrated performance and the substantial investment in  
11      training time and cost.
- 12    • The City Manager's request specifically calls for Civil Service Commission action  
13      that exclusively pertains to non-careers over which the Commission has no  
14      jurisdiction.
- 15    • It should also be noted that in spite of the City Manager's hiring freeze limiting user  
16      departments to hiring only City employees, departments have been allowed to fill  
17      vacancies by hiring non-careers from outside the City. In fact, in some cases,  
18      these non-career hires were candidates already on existing eligible lists and  
19      reachable for permanent employment.

#### 20    **Conclusion & Recommendation**

21    The Civil Service Commission has supported the City Manager's efforts to address the  
22    City's financial challenges including initiating exceptions to its rules. In addition, the  
23    Commission recognizes the importance of filling vacancies in revenue-generating  
24    positions.

1 The request today is essentially the same request that was denied by the Commission  
2 in May 2009. The City has not aggressively pursued filling the existing vacancies in  
3 either of the classifications in a timely manner. The selection of non-careers does not  
4 reduce the City's workforce, as originally sought. Also, the continued hiring of non-  
5 careers perpetuates the problem because they are outside of the Commission's  
6 jurisdiction and the Commission cannot oversee the conduct of a fair hiring process.  
7 Additionally, as eligible lists are established for both classifications with sufficient  
8 names, the filling of revenue generating positions can be accomplished by using the  
9 existing eligible lists.

10  
11 If the Commission were to approve the City Manager's current request, it would be  
12 granting special consideration to candidates in lower bands only because they are non-  
13 careers. Staff recognizes the investment that departments have made in training  
14 non-careers; however, staff has weighed upholding the merit system and ensuring fair  
15 treatment of all candidates (both internal and external) against granting preferential  
16 treatment to non-career employees over which the Commission has no jurisdiction.  
17 Based upon the preceding, it is recommended that the City Manager's request be  
18 denied.

19  
20 The City Manager, or a representative, plans to attend the Civil Service Commission  
21 meeting and address the Commission.

22  
23 Staff is available to respond to any questions.  
24  
25

## Timeline of Events

Attachment

<b>January</b>		1/14/09: Customer Service Representative (CSR) eligible list is established. 368 candidates qualified (68 Band A, 208 Band B, 92 Band C.)
		1/23/09: CSR eligible list is certified to personnel requisition FM 09-07 with one vacancy (68 names).
<b>February</b>		3/3/09: CSR eligible list is certified to personnel requisition FM 09-01 with one vacancy (68 names).
<b>March</b>		3/4/09: Communication from City Manager (CM) received in CS Dept., requesting certification of all names on eligible lists and suspension of CS R&R, Section 27.
		3/11/09: CSC hears CM's request, refers matter to City Attorney (CA) for legal opinion.
		3/12/09: Communication from CA received in CS Dept., indicating CSC cannot legally suspend Section 27, offers alternative of using Section 115.
<b>April</b>		3/18/09: Parking Control Checker (PCC) eligible list is established. 301 candidates qualified. (61 Band A, 240 Band B.)
		3/27/09: CSR eligible list is certified to personnel requisition FM 09-23 and FM 09-26 with one vacancy each (68 names).
		3/30/09: PCC eligible list is certified to personnel requisition PW 09-06 with two vacancies (61 names).
<b>May</b>		4/8/09: CSC approves amendment to CS R&R, Article VIII, Section 115 - Exception to Rules May Be Authorized, to include Subsection 3.
		4/21/09: City Council approves amendment to CS R&R, Article VIII, Section 115 (3).
		4/29/09: CSC approves Policy 1.80 - Exception to the Rule May Be Authorized.
<b>June</b>		5/7/09: Communication from CM received in CS Dept., requesting exception to rule for Article IV, Section 27 to certify all names on CSR and PCC eligible lists.
		5/14/09: PCC eligible list is certified to personnel requisition PW 09-39 with three vacancies (61 names).
		5/27/09: CSC approves two exceptions to the rule for Article IV, Section 27, for CSR and PCC eligible lists. In both cases, CSC specifically excludes non-careers from exception and only includes permanent City employees in their approval.
<b>July</b>		6/1/09: PCC eligible list certified to personnel requisitions PW 09-06 and PW 09-39 (4 permanent City employee names).
		6/2/09: CSR eligible list certified to personnel requisitions FM 09-01, FM 09-23, and FM 09-26 (4 permanent City employee names).
		7/18/09: First appointment from the PCC eligible list is made, selection is made from Band B and consists of a permanent City employee in the classification of School Guard.
		7/30/09: CSR eligible list certified to personnel requisition FM 09-07 (4 permanent City employee names).

## Timeline of Events

Attachment

2009	August		8/15/09: Second appointment from the PCC eligible list is made from Band A and is a non-career Parking Control Checker.
	September		9/2/09: CSR eligible list certified to personnel requisition FM 09-20 (4 permanent City employee names).
	October		9/23/09: CSC approves PW request for selective certification of CSR list for individuals with bilingual Spanish-English skills.
	November		11/17/09: CSR eligible list is certified to personnel requisition PW 09-051 with bilingual selective certification, 27 names. No bilingual selection made.
	December		12/9/09: Communication from CM received in CS Dept., requesting the names of non-career employees on the CSR and PCC eligible lists be made available to user departments.
			12/16/09: In accordance with Section 28 of CS R&R, CSC approves FM request for selective certification of CSR list for individuals with medical billing experience. Currently assessing candidate pool.
			12/18/09: CSR eligible list certified to personnel requisition FM 10-07 (4 permanent City employee names).
			12/29/09: The following CSR personnel requisitions are in the CS Dept., from the FM Dept.: FM 10-16 for one vacancy, 10-05 for two vacancies, 10-08 for one vacancy, and 10-09 for one vacancy.
			12/30/09: To date, no appointments have been made from the CSR eligible list. The four permanent City employees on the eligible list were contacted by the FM Dept., one waived, one did not report and two were not selected. The list is due to expire on January 13, 2010, unless extended.
			12/30/09: To date, two selections have been made from the PCC eligible list. One permanent City employee from the PCC eligible list Band B and one selection from Band A of a non-career Parking Control Checker. The three remaining permanent City employees, two in Band A and one in Band B, were contacted by the PW Dept., but not selected.

1 **DATE:** January 6, 2010

2 **TO:** Civil Service Commission

3 **FROM:**  Diane Dzodin, Administrative Officer

4 **SUBJECT: REQUEST FOR TRANSFER OF JOANNE MEDINA, CLERK TYPIST**

5  
6 The Harbor Department and the Police Department have agreed to transfer Joanne  
7 Medina, Clerk Typist I, from the Harbor Department to the Police Department as a  
8 Clerk Typist III. Ms. Medina concurs with the transfer.

9  
10 Pursuant to Section 64 of the Civil Service Rules and Regulations, staff is  
11 recommending Commission approval of the above transfer of Joanne Medina to the  
12 Police Department.